Branch Service Plan 2003/2004

Introduction

The Gaming Policy and Enforcement Branch 2003/04 Service Plan (the Branch Service Plan) sets out the Branch's mandate, priorities for the 2003/04 fiscal year, and links to the Ministry of Public Safety and Solicitor General 2003/04 – 2005/06 Service Plan (the Ministry Service Plan).

The Branch Service Plan forms the framework upon which the Branch will report on its performance annually, commencing at the end of the 2003/2004 fiscal year.

The purpose and scope of the Gaming Policy and Enforcement Branch is described in Part 4 of the Gaming Control Act. The Branch is responsible for the overall integrity of gaming and horse racing in British Columbia.

Branch Mandate

The Gaming Policy and Enforcement Branch (the "Branch") regulates all gaming in British Columbia, ensures the integrity of people and equipment involved in the gaming industry, and investigates allegations of wrongdoing.

The Branch:

- Develops and manages gaming policy, legislation and standards
- Regulates all aspects of the gaming industry
- Licenses charitable gaming events and horse racing
- Oversees horse racing events, determining the outcome of each race and adjudicating any related matters
- Registers gaming service providers, gaming workers and gaming equipment
- Conducts charitable and commercial audits to ensure compliance
- Investigates allegations of wrongdoing in all gaming sectors
- Manages the distribution of government's gaming proceeds, including grants
- Administers the province's Problem Gambling Program and ensures policies and standards are in place to minimize the harm from gambling and promote responsible gambling practices.

Link to the ministry service plan

The Ministry of Public Safety and Solicitor General (the Ministry) has the overall responsibility for law enforcement, public safety, crime prevention, a range of related regulatory controls, and consumer protection in British Columbia. The Gaming Policy and Enforcement Branch is one of five core business areas of the Ministry.

The Ministry Service Plan establishes goals, objectives and strategies for each of its core business areas for 2003/04 through to 2005/06. In addition, the Ministry Service Plan provides performance measures and targets, planned expenditures, and FTEs for each core business area. This information, with respect to the Gaming Policy and Enforcement Branch, is appended.

The Branch Service Plan provides additional details on the long-term objectives and priorities for the 2003/04 fiscal year, within the framework established by the Ministry Service Plan.

Operating philosophy

- To take a client-centred approach to managing the business of the Branch.
- To ensure requirements placed upon clients when applying for various licenses, registration and grants are clear, minimal and understandable.
- To communicate clearly with clients and ensure applications are processed in a timely manner.
- To increase our capacity for clients to access programs and services electronically (e-business applications), thereby ensuring ease of access and speedier response times.

Long-term objectives

The objectives of the Branch are to ensure:

- The policy, standards and regulatory framework supports the government's policies and objectives for the gaming industry;
- Commercial gaming, including horse racing, and licensed gaming events are conducted in compliance with gaming legislation, regulations, directives, policies and procedures;
- A coordinated approach is established to support community organizations' funding requirements and responsibilities;
- The integrity of the organizations, employees and equipment in the BC gaming industry by registering gaming services providers and gaming workers, and approving and certifying gaming equipment;
- Licensees, grant recipients, service providers and the BC Lottery Corporation comply with all audit and compliance requirements;
- All complaints and allegations of wrongdoing in the gambling industry are investigated, and illegal gaming activities are addressed in conjunction with law enforcement agencies;
- The Responsible Gambling Strategy is fully implemented and clinical and preventative services are in place for people with gambling addictions; and
- Public and stakeholder confidence in government's management of gaming.

2003/04 priorities

- Implement the Province's Illegal Gaming Strategy, including:
    - Working jointly with the RCMP and the Police Services Division to establish the Illegal Gambling Enforcement Unit;
    - Implementing the Ticket Violation Report program for certain offences under the Gaming Control Act to reduce unnecessary court time; and
    - Working with the RCMP to better identify and prosecute offenders and reduce the incidence of illegal gaming.
- Continue streamlining the regulatory environment to eliminate unnecessary requirements on service providers and gaming participants, in accordance with the deregulation goals identified by the Branch. Specifically, continue to streamline:
    - Racing rules and policies in cooperation with the racing industry; and
    - The links between registration and licensing in horse racing to make the process more efficient and effective.
- Develop additional public interest standards for the gambling industry (beginning with security and surveillance).
- Revise and update all documents, and simplify criteria, relating to licensed gaming events and commercial bingo hall affiliations.
- Ensure all written and verbal communication with the public and license/grant applicants is professional, accurate and timely.
- Complete an audit framework for the Province's commercial gaming audit program, the Province's charitable gaming audit program, and the BC Lottery Corporation. This includes preparing and implementing:
    - Audit standards, policies and procedures for commercial gaming facilities and

community organizations;
    - An audit and compliance framework for the horse racing industry;
    - A Memorandum of Understanding, or equivalent document, with the BC Lottery Corporation in support of the audit framework; and
    - A new audit schedule for commercial gaming facilities and community organizations.
- Develop a formal process for an annual review of all race track and teletheatre licencees to ensure compliance of the applicable terms and conditions.
- Develop and implement consistent and appropriate sanctions and penalties for non-compliance with critical requirements.
- Formalize a process regarding the extension or expiration of existing registrations.
- Review the current registration fee structure for corporate entities and recommend adjustments if required.
- Ensure all operational systems can respond to emerging needs in a timely and effective manner, and the Branch has the capacity to generate reports in a timely manner
- Complete an annual review of all financial and administrative systems and prepare a three year plan to ensure systems are used to support the Branch's business used to the full potential.
- Implement the Responsible Gambling Strategy, including:
    - A comprehensive approach to prevention and treatment of problem gambling;
    - A new, accountable contract management system for the treatment of problem gambling; and
    - A new Responsible Gambling web site.

Appendix

Gaming Policy and Enforcement Branch Goals, Objectives and Strategies Ministry Service Plan 2003/04 – 05/06	
Goal:	**Sound regulatory and enforcement framework governing gaming**
Objective:	Ensure gaming is well regulated and illegal activity is addressed
Strategies:	• Develop and implement comprehensive gaming policies and industry-wide public interest standards • Eliminate unnecessary requirements on service providers and participants • Develop and implement comprehensive illegal gaming strategy • Investigate incidents at gaming facilities and support police investigations
Goal:	**Sound management and distribution of government gaming revenues**
Objective:	Establish coordinated approach to support community organizations' funding requirements and responsibilities
Strategies:	• Complete review and restructuring of grant programs (Direct Access and Bingo Affiliation) • Implement sanctions for organizations that don't comply with grant program terms and conditions
Goal:	**Public and stakeholder confidence in government's management of gaming**
Objective:	Improve public and stakeholder awareness and increase satisfaction with government's management of gaming
Strategies:	• Develop and implement Responsible Gambling Framework, including the Problem Gambling Program • Monitor public and stakeholder satisfaction with

	management of gaming

Gaming Policy and Enforcement Branch Performance Measures and Targets Ministry Service Plan 2003/04 – 05/06					
Performance Measures	**2001/02 Base Data**	**2002/03 Estimate**	**2003/04 Target**	**2004/05 Target**	**2005/06 Target**
Output Measures					
Gaming Control Act and regulations	Draft Act approved	New legislation passed	Legislation fully implemented	n/a	n/a
Outcome Measures					
Public satisfaction rate with government management of gaming	Data not available	Establish base rate	Improvement over 2002/03 rate	Improvement over 2003/04 rate	Improvement over 2004/05 rate
Efficiency Measures					
Maximum time to process charities' complete applications for gaming proceeds	6 months	12 weeks	11 weeks	10 weeks	10 weeks

Gaming Policy and Enforcement Branch Expenditures and FTE's Ministry Service Plan 2003/04 – 05/06				
Expenditures for Core Business Area	**2002/03 Restated Estimates**	**2003/04 Estimates**	**2004/05 Plan**	**2005/06 Plan**
Operating Expenses ($000)				
Operating Expenditures	9,566*	15,393	15,505	15,391
Consolidated Capital Plan (CCP) ($000)				
Capital Expenditures (CPP)	0	0	0	0
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)				
Capital Expenditures (CRF)	1,219	20	20	20
Full-time Equivalents (FTE)				
FTEs direct	120	117	117	117
Other Financing Transactions ($000)				
Financing Transactions	0	0	0	0

* Does not include the cost to regulate horse racing ($1.878 million in 2002/03) or the cost of the Problem Gambling Program ($4.0 million in 2002/03). Resources to offset the cost of these

programs have been included in the operating budget, beginning in 2003/04.

See:
The Branch
Structure and responsibilities
Standards of Conduct and Conflict of Interest Guidelines
How to reach us
Branch Service Plan 2003/2004

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Updated: February 20, 2004

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